



Lyon Park Primary School – Parent/Carer Communication Plan

As a school, we value the communication that we have with our parents/carers and the support that it provides in developing our pupils. The flowchart below has been designed to support effective communication between school and our families. It is a tiered approach which aims to support both parents/carers and staff and allow the opportunity to resolve concerns efficiently and effectively.

Tier 1		
This is the first point of contact between families and school. The table below clarifies whether the communication requires the attention of your child’s class teacher or if the school office is more appropriate. Teachers are available after school and appointments can be made by contacting the school office (by email, phone or in person).		
Class Teacher	Office Staff	Welfare Officer
School events information/ changes to usual school day (please check ‘Reach More Parents’ first) Home learning queries Behaviour issues/concerns Learning concerns (including Special Educational Needs and/or Disabilities) Home/pastoral/friendship concerns Concerns regarding academic progress	School events information/ changes to usual school day (please check ‘Reach More Parents’ first) Arranging an appointment with a member of the school safeguarding team Reporting an absence Requesting a leave of absence After School Clubs Payment queries (Parent Pay) School App (Reach More Parents) Appointments School Lunches Admissions Free School Meals and Pupil Premium Attendance Lost Property	Medication Enquiries Injury Enquiries Risk Assessments Care Plans
Tier 2		
Having followed Tier 1, if further support is required, the following members of staff are available to support. This can be organised through the school office or in collaboration with the teacher/office staff/welfare officer currently dealing with the query.		
SENDCo Ms. Mistry	EYFS & KS1 Assistant Headteacher Ms. Gallagher	KS2 Assistant Headteacher Mr. Moran
Escalated SEND concerns Ongoing SEND correspondence	Escalated Behaviour concerns Escalated Learning concerns Escalated Welfare Concerns	Escalated Behaviour concerns Escalated Learning concerns Escalated Welfare Concerns
Tier 3		
Having followed Tier 1 and 2, if a matter needs further attention, it can be brought to the Headteacher or the Deputy Headteacher. This can be organised through the school office or in collaboration with the member of staff currently dealing with the query.		
Headteacher Ms. Bhambra	Deputy Headteacher Miss. Colgan	
Tier 4		
Having followed Tiers 1 -3, if a matter needs further attention, it can be brought to the Executive Headteacher. This can be organised through the school office or in collaboration with the member of SLT currently dealing with the query.		
Executive Headteacher Mr. Fenton		
Tier 5		
Having followed Tiers 1-4 if the unfortunate situation arises where you are still not satisfied that your concern has been successfully resolved our Chair of Governors is available to offer further support. This can be organised through the school office or in collaboration with the member of SLT currently dealing with the query.		
Chair of Governors Mr. Meggi		

Guidelines for Parent and Staff Communication

The purpose of this document is to serve as a general guide for ensuring effective communication between all stakeholders at Lyon Park Primary School.

In order to ensure a successful exchange of information, it is important that all parties follow a few key principles. These principles have been outlined below;

- Maintain respectful and open communication
- Enter the exchange with an open mind and assume a shared best interest for your child.
- Be prepared to work collaboratively to solve problems.
- Threats and/or inappropriate language will not be tolerated towards any member of the school community.
- Parents/Carers must not approach other parents/carers or children in relation to resolving issues that arise within school.
- Recognise that confidentiality may limit information that can be shared from school to parents/carers, including consequences for other pupils' behaviours.
- Staff will make every effort to respond as soon as possible to parent/carers communications. Be mindful that staff may need some time to collect needed information before responding.